

2015 FCC EEO Public File Report for Charter Communications

12364 - COE Kent Cnty MI

This Report Covers September 1, 2014 through August 31, 2015

Total Number of Full-Time Vacancies Filled During This Period: 490  
 Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 799

Please see attached the Recruitment Source List that includes recruitment source contact information.

**FULL-TIME VACANCIES FILLED**

Req #	Job Title	Recruitment Source(s) Used to Fill the Vacancy	Interviewees Referred	Number Hired
1503304	Administrative Assistant III	Employee Referral	2	1
		Direct Employers	0	0
<b>1503304 Total</b>			<b>2</b>	<b>1</b>
1407736	Associate Accts Receivable Specialist	Charter.com	2	1
		Indeed.com*	10	1
		Direct Employers	0	0
<b>1407736 Total</b>			<b>12</b>	<b>2</b>
1504555	Associate Accts Receivable Specialist	Charter.com	2	2
		Employee Referral	2	0
		Indeed.com*	5	1
		Beyond.com*	1	0
		Direct Employers	0	0
<b>1504555 Total</b>			<b>10</b>	<b>3</b>
1502659	Bilingual Retention Representative	Employee Referral	3	2
		Craigslist.com	2	2
		Internet*	1	1
		Direct Employers	0	0
<b>1502659 Total</b>			<b>6</b>	<b>5</b>
1407599	Bilingual Retention Representative	Direct Employers	0	0
	Bilingual Retention Representative -	Employee Referral	2	0
		Direct Employers	0	0
<b>1407599 Total</b>			<b>2</b>	<b>0</b>
1501046	Customer Care Sales Coach	Charter.com	2	1
		Direct Employers	0	0
<b>1501046 Total</b>			<b>2</b>	<b>1</b>
1502519	Facilities Administrator	Charter.com	1	1
		Indeed.com*	1	0
		Direct Employers	0	0
<b>1502519 Total</b>			<b>2</b>	<b>1</b>

1504476	Human Resources Generalist I	Indeed.com*	1	0
		LinkedIn*	1	1
		Glassdoor.com*	1	0
		Direct Employers	0	0
<b>1504476 Total</b>			<b>3</b>	<b>1</b>
1407952	Mgr, Cust Care Trning Delivery	Charter.com	1	1
		Employee Referral	1	0
		Direct Employers	0	0
<b>1407952 Total</b>			<b>2</b>	<b>1</b>
1408169	Mgr, Retention	Charter.com	1	1
		Direct Employers	0	0
<b>1408169 Total</b>			<b>1</b>	<b>1</b>
1409275	Online Chat Representative	Charter.com	7	5
		Employee Referral	17	13
		Craigslist.com	3	2
		MITalent.org	2	1
		Indeed.com*	7	3
		Internet*	2	0
		RecruitMilitary	1	1
		Google*	1	0
		Television Announcement	1	0
		Direct Employers	0	0
<b>1409275 Total</b>			<b>41</b>	<b>25</b>
1501020	Online Chat Representative	Charter.com	4	2
		Employee Referral	10	5
		MITalent.org	1	0
		Indeed.com*	6	5
		State Job Board Service	1	0
		Direct Employers	0	0
<b>1501020 Total</b>			<b>22</b>	<b>12</b>
1502366	Operations Analyst I	Charter.com	1	1
		MITalent.org	1	0
		Indeed.com*	1	0
		Direct Employers	0	0
<b>1502366 Total</b>			<b>3</b>	<b>1</b>
1504446	Operations Analyst I	Indeed.com*	4	1
		Direct Employers	0	0
<b>1504446 Total</b>			<b>4</b>	<b>1</b>
1504958	Recruiter I	Charter.com	1	1
		Indeed.com*	1	0
		Direct Employers	0	0
<b>1504958 Total</b>			<b>2</b>	<b>1</b>
1307803	Rep, Retention	Charter.com	10	4
		Employee Referral	21	15
		Craigslist.com	1	1
		Indeed.com*	9	5

1307803	Rep, Retention	Internet*	2	1
		Google*	3	0
		Recruitment Flag	1	1
		Direct Employers	0	0
<b>1307803 Total</b>			<b>47</b>	<b>27</b>
1502509	Rep, Retention	Charter.com	3	2
		Employee Referral	20	12
		MITalent.org	1	0
		Indeed.com*	6	3
		Grand Valley State University Career Fair	1	1
		Direct Employers	0	0
<b>1502509 Total</b>			<b>31</b>	<b>18</b>
1408033	Rep, Sales Support (Chat)	Charter.com	7	5
		Employee Referral	12	10
		MITalent.org	1	1
		Charter.com	1	1
		Indeed.com*	2	1
		Internet*	1	0
		Direct Employers	0	0
<b>1408033 Total</b>			<b>24</b>	<b>18</b>
1408341	Rep, Sales Support (Chat)	Charter.com	8	6
		Employee Referral	6	6
		Indeed.com*	5	4
		Google*	1	1
		State Job Board Service	1	1
		Direct Employers	0	0
<b>1408341 Total</b>			<b>21</b>	<b>18</b>
1408659	Rep, Sales Support (Chat)	Charter.com	2	1
		Employee Referral	6	3
		Craigslist.com	4	3
		Indeed.com*	6	3
		Recruitment Flag	1	1
		Direct Employers	0	0
<b>1408659 Total</b>			<b>19</b>	<b>11</b>
1504993	Rep, Sales Support (Chat)	Charter.com	3	3
		Employee Referral	10	7
		Indeed.com*	2	2
		Google*	2	1
		Direct Employers	0	0
<b>1504993 Total</b>			<b>17</b>	<b>13</b>
1405967	Retention Representative	Charter.com	10	10
		Employee Referral	25	17
		Craigslist.com	2	1
		Indeed.com*	11	7
		Internet*	1	1
		Google*	3	2

1405967	Retention Representative	State Job Board Service	1	1
		Recruitment Flag	2	2
		Recruitment Cards	1	1
		Direct Employers	0	0
<b>1405967 Total</b>			<b>56</b>	<b>42</b>
1408692	Retention Representative	Charter.com	9	8
		Employee Referral	39	28
		Craigslist.com	7	3
		Indeed.com*	11	7
		LinkedIn*	1	0
		Google*	1	1
		Television Announcement	2	2
		State Job Board Service	3	2
		Grand Valley State University Career Fair	1	1
		Recruitment Cards	1	1
		Monster.com*	1	1
		On-Site Career Fair	6	5
		ITT Technical Institute Job Board*	1	0
		Direct Employers	0	0
<b>1408692 Total</b>			<b>83</b>	<b>59</b>
1409431	Retention Representative	Charter.com	8	6
		Employee Referral	17	13
		MITalent.org	1	0
		Manpower	3	3
		Indeed.com*	9	3
		Internet*	1	0
		Google*	2	1
		State Job Board Service	1	1
		Michigan Works Career Fair	1	0
		Yahoo*	1	0
		Direct Employers	0	0
<b>1409431 Total</b>			<b>44</b>	<b>27</b>
1410082	Retention Representative	Charter.com	1	0
		Employee Referral	16	11
		Indeed.com*	7	7
		State Job Board Service	4	1
		Direct Employers	0	0
<b>1410082 Total</b>			<b>28</b>	<b>19</b>
1502523	Retention Representative	Charter.com	4	3
		Employee Referral	15	10
		Craigslist.com	1	0
		Manpower	1	1
		Indeed.com*	7	5
		Google*	2	2
		Direct Employers	0	0
<b>1502523 Total</b>			<b>30</b>	<b>21</b>

1503076	Retention Representative	Charter.com	8	4
		Employee Referral	21	12
		Craigslist.com	2	2
		MITalent.org	1	1
		Indeed.com*	9	5
		Google*	1	1
		Direct Employers	0	0
<b>1503076 Total</b>			<b>42</b>	<b>25</b>
1503644	Retention Representative	Charter.com	11	4
		Employee Referral	22	17
		Craigslist.com	1	0
		Indeed.com*	10	6
		Internet*	2	1
		Google*	2	0
		Recruitment Flag	1	1
		Direct Employers	0	0
<b>1503644 Total</b>			<b>49</b>	<b>29</b>
1504006	Retention Representative	Charter.com	1	1
		Employee Referral	15	11
		Craigslist.com	1	1
		Indeed.com*	4	4
		Google*	1	0
		Direct Employers	0	0
<b>1504006 Total</b>			<b>22</b>	<b>17</b>
1503672	Retention Supervisor	Charter.com	2	2
		Employee Referral	4	1
		Direct Employers	0	0
<b>1503672 Total</b>			<b>6</b>	<b>3</b>
1504510	Retention Supervisor	Charter.com	2	1
		Craigslist.com	1	1
		Indeed.com*	1	0
		Direct Employers	0	0
<b>1504510 Total</b>			<b>4</b>	<b>2</b>
1407204	Sales Support Director	Charter.com	1	1
		Direct Employers	0	0
<b>1407204 Total</b>			<b>1</b>	<b>1</b>
1406291	Sales Support Manager	Charter.com	4	1
		Indeed.com*	2	0
		LinkedIn*	2	1
		Direct Employers	0	0
<b>1406291 Total</b>			<b>8</b>	<b>2</b>
1407142	Sales Support Representative	Charter.com	14	10
		Employee Referral	31	16
		Craigslist.com	2	1
		MITalent.org	2	2
		Indeed.com*	4	2

1407142	Sales Support Representative	Internet*	1	1
		Google*	1	0
		Recruitment Cards	1	0
		Michigan Works Career Fair	1	1
		Grand Valley State University Job Board*	1	1
		Direct Employers	0	0
<b>1407142 Total</b>			<b>58</b>	<b>34</b>
1408670	Sales Support Representative	Charter.com	1	1
		Employee Referral	4	3
		Craigslist.com	2	1
		MITalent.org	1	1
		Indeed.com*	6	3
		Michigan Works Career Fair	2	2
		Direct Employers	0	0
<b>1408670 Total</b>			<b>16</b>	<b>11</b>
1501343	Sales Support Representative	Charter.com	6	3
		Employee Referral	5	5
		MITalent.org	1	1
		Indeed.com*	2	1
		Women's Resouce Center*	1	1
		Television Ad*	1	0
		Direct Employers	0	0
<b>1501343 Total</b>			<b>16</b>	<b>11</b>
1504372	Sales Support Representative	Charter.com	7	2
		Employee Referral	5	4
		MITalent.org	1	1
		Indeed.com*	4	2
		Television Ad*	2	1
		Direct Employers	0	0
<b>1504372 Total</b>			<b>19</b>	<b>10</b>
1407790	Sales Support Supervisor	Charter.com	4	3
		Direct Employers	0	0
<b>1407790 Total</b>			<b>4</b>	<b>3</b>
1408671	Sales Support Supervisor	Charter.com	2	0
		Employee Referral	1	1
		LinkedIn*	1	1
		Direct Employers	0	0
<b>1408671 Total</b>			<b>4</b>	<b>2</b>
1501407	Sales Support Supervisor	Charter.com	2	1
		Employee Referral	4	1
		Indeed.com*	1	0
		Direct Employers	0	0
<b>1501407 Total</b>			<b>7</b>	<b>2</b>
1504760	Sales Support Supervisor	Charter.com	5	0
		Employee Referral	7	1
		MITalent.org	1	0

1504760	Sales Support Supervisor	Indeed.com*	1	0
		Direct Employers	0	0
<b>1504760 Total</b>			<b>14</b>	<b>1</b>
1307468	Sup, Retention	Charter.com	2	2
		Employee Referral	1	1
		Direct Employers	0	0
<b>1307468 Total</b>			<b>3</b>	<b>3</b>
1503263	Sup, Retention	Employee Referral	3	1
		Direct Employers	0	0
<b>1503263 Total</b>			<b>3</b>	<b>1</b>
1408806	Workforce Mgmt Care Coord I	Charter.com	1	0
		Indeed.com*	1	1
		State Job Board Service	1	0
		Direct Employers	0	0
<b>1408806 Total</b>			<b>3</b>	<b>1</b>
1409816	Workforce Mgmt Care Coord I	Employee Referral	1	1
		Craigslist.com	1	1
		Direct Employers	0	0
<b>1409816 Total</b>			<b>2</b>	<b>2</b>
1503495	Workforce Mgmt Care Coord I	Charter.com	2	1
		Employee Referral	1	0
		Google*	1	0
<b>1503495 Total</b>			<b>4</b>	<b>1</b>
Grand Total			799	490

\* The sources marked with (\*) in this report are sources that were identified by interviewees as referral sources, but that: (1) Charter did not use directly as a recruitment source; and/or (2) Interviewees were unable to identify more precisely. Many job boards and job banks pull Charter's job vacancies from its website and repost them independently via their own systems. Applicants, therefore, often learn about Charter's job vacancies from sources that Charter does not post with directly and cannot track.

Charter is a member of DirectEmployers Association. Through this nonprofit network, job vacancies for this unit are distributed to a wide array of recruitment sources, including, but not limited to, educational institutions, state workforce agencies and job bank(s), and organizations that distribute employment opportunities to women, minorities, the disabled, and veterans.

# RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	Total Number of Referrals
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	0
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	159
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	1
Craigslist	N/A	N/A	Craigslist.com	N/A	No	30
Manpower	2930 Broadmoore Ave. SE	Grand Rapids, MI 49512	Tamson Bolt	616-957-0461	No	4
MITalent	201 N. Washington Sq.	Lansing, MI 48913	MITalent.org	888-522-0103	No	14
State Job Board Service	215 Straight Ave. NW	Grand Rapids, MI 49504	Jayne Lindblom	616-336-3885	No	12
Wood TV 8	120 College Ave. SE	Grand Rapids, MI 49503	WoodTV.com	616-456-8888	No	3
Employee Referral	3355 Walker Ave. NW	Walker, MI 49544	Barb Heydenburg	616-647-6045	No	345



### Supplemental Recruitment Initiatives:

#	Name	Date	Description
1	Tuition Reimbursement	Ongoing	Charter Communications has a tuition reimbursement program where employees can take college courses to enhance their skills to better prepare them for their current jobs and/or advanced positions.
2	Training Programs for All Employees	Ongoing	Charter Communications requires new employees complete training on the following topics: fostering mutual respect in the workplace, Charter's Code of Conduct, information security, privacy, records and information management, timekeeping, and performance management.
3	Training Programs for Management-Level Employees	Ongoing	Employees at the supervisor level and above can participate in a variety of training programs devised to assist with leadership development and policy administration skills. Offerings provided at various times during this plan year included Civil Treatment for Leaders, Communicating for Leadership Success, Coaching for Peak Performance, Interviewing and Selection, Planning and Delegation, and High Performing Teams. Charter also offers a robust training offering on an electronic learning platform. These electronic courses span a variety of topics, including communication, presentation, time management, managing change, project management, treating employees fairly, and software skills.
4	Recruitment Flag	10/2014 - 12/2014, 4/2015 - 8/2015	Displayed "Now Hiring" recruitment flag outside of our location.
5	Recruitment Cards	Ongoing	Placed recruitment cards at various locations, such as restaurants and state job board departments.
6	Grand Valley State University Career Fair	10/21/2014, 2/24/2015	Career Fair
7	Davenport University Career Fair	3/12/2015	Career Fair
8	On-Site Career Fair	10/24/2014	Charter Communications Walker Call Center held an on-site interview fair where we provided assistance with online applications, provided computers to complete our online assessment as well as conducted on the spot interviews. This was advertised on our local television news station, flyers and through employee referral.
9	Michigan Works Career Fair	1/6/2015, 4/24/2015, 7/30/2015	Career Fairs
10	Michigan Works Career Fair	1/27/2015	Open Interview Event/Career Fair